

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	3	379/265.02.ccls. and (agent with (record or input or type) with message with ((subsequent or next) near4 agent))	US-PGPUB; USPAT	OR	ON	2007/09/07 10:23
L2	958	379/265.02.ccls. message near5 ((subsequent or next) near4 agent)	US-PGPUB; USPAT	OR	ON	2007/09/07 10:23
L3	613	379/265.02.ccls. (message near5 ((subsequent or next) near4 agent) near5 (caller near5 (information or note or comment)))	US-PGPUB; USPAT	OR	ON	2007/09/07 10:24
L4	0	379/265.02.ccls. and (message near5 ((subsequent or next) near4 agent) near5 (caller near5 (information or note or comment)))	US-PGPUB; USPAT	OR	ON	2007/09/07 10:24
L5	2	379/265.02.ccls. and (((subsequent or next) near4 agent) with (caller near5 (information or note or comment)))	US-PGPUB; USPAT	OR	ON	2007/09/07 10:26
L6	9	ACD and (((subsequent or next) near4 agent) with (caller near5 (information or note or comment)))	US-PGPUB; USPAT	OR	ON	2007/09/07 10:27
L7	1	ACD and (((subsequent or next) near4 agent) with (call\$7 near5 (note or comment)))	US-PGPUB; USPAT	OR	ON	2007/09/07 10:32
L8	1	"6675216".pn.	US-PGPUB; USPAT	OR	ON	2007/09/07 10:31
L9	1	"5493608".pn.	US-PGPUB; USPAT	OR	ON	2007/09/07 10:31
L10	1	"6826194".pn.	US-PGPUB; USPAT	OR	ON	2007/09/07 10:32
L11	1	"5537470".pn.	US-PGPUB; USPAT	OR	ON	2007/09/07 10:32
L12	1	"5249223".pn.	US-PGPUB; USPAT	OR	ON	2007/09/07 10:32
L13	6	ACD and (agent near5 record near5 (note or comment))	US-PGPUB; USPAT	OR	ON	2007/09/07 10:35
L14	6	ACD and (agent near5 record\$4 near5 (note or comment))	US-PGPUB; USPAT	OR	ON	2007/09/07 10:35
L15	0	ACD and (record\$4 near5 (note or comment) with (next or subsequent or future) near4 agent)	US-PGPUB; USPAT	OR	ON	2007/09/07 10:36
L16	15	ACD and ((note or comment) with (next or subsequent or future) near4 agent)	US-PGPUB; USPAT	OR	ON	2007/09/07 10:36

## EAST Search History

L18	66	("5511112").URPN.	USPAT	OR	ON	2007/09/07 10:38
L19	8	("5511112").URPN. and (note or comment or information or profile) with ((next or subsequent) near5 agent)	USPAT	OR	ON	2007/09/07 10:40
L20	14	("5511112").URPN. and (record near5 (message or comment or note))	USPAT	OR	ON	2007/09/07 10:41
S1	1	"20060018456".pn.	US-PGPUB; USPAT	OR	ON	2007/09/06 14:37
S2	0	"automated voice system for improving agent efficiency"	US-PGPUB; USPAT	OR	ON	2007/09/06 14:37
S3	0	"aleksander.inv"	US-PGPUB; USPAT	OR	ON	2007/09/06 14:37
S4	570	aleksander.inv.	US-PGPUB; USPAT	OR	ON	2007/09/06 14:38
S5	141	aleksander.inv. and hold	US-PGPUB; USPAT	OR	ON	2007/09/06 14:38
S6	0	aleksander.inv. and hold and sziam	US-PGPUB; USPAT	OR	ON	2007/09/06 14:38
S7	33	aleksander.inv. and hold and agent	US-PGPUB; USPAT	OR	ON	2007/09/06 14:38
S8	23	aleksander.inv. and hold and agent and record\$4	US-PGPUB; USPAT	OR	ON	2007/09/06 14:38
S9	19	aleksander.inv. and hold and agent and record\$4 and message	US-PGPUB; USPAT	OR	ON	2007/09/06 14:38
S10	11	("4071168"   "4625081"   "4697282"   "4737983"   "4797911"   "4858120"   "5020095"   "5155761"   "5181236"   "5214688"   "5299260").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/09/06 14:42
S11	10	("4071168"   "4625081"   "4697282"   "4737983"   "4797911"   "4858120"   "5020095"   "5155761"   "5181236"   "5214688"   "5299260").PN. and record\$4	US-PGPUB; USPAT; USOCR	OR	ON	2007/09/06 14:43
S12	6	("4071168"   "4625081"   "4697282"   "4737983"   "4797911"   "4858120"   "5020095"   "5155761"   "5181236"   "5214688"   "5299260").PN. and (record\$4 near5 message)	US-PGPUB; USPAT; USOCR	OR	ON	2007/09/06 14:43